



CITY OF MOUNTAIN VIEW

COUNCIL TECHNOLOGY COMMITTEE

AGENDA

NOTICE AND AGENDA

SPECIAL MEETING – MONDAY, OCTOBER 26, 2015
ATRIUM CONFERENCE ROOM AT CITY HALL – 500 CASTRO STREET
4:00 P.M.

1. **CALL TO ORDER**

2. **ROLL CALL** – Committee members Clark, Rosenberg, and Chair Inks.

3. **MINUTES APPROVAL**

Minutes for the November 25, 2014 meeting have been delivered to Committee members and a copy posted on the City Hall bulletin board. If there are no corrections or additions, a motion is in order to approve these minutes.

4. **ORAL COMMUNICATIONS FROM THE PUBLIC**

This portion of the meeting is reserved for persons wishing to address the Committee on any matter not on the agenda. Speakers are limited to three minutes. State law prohibits the Committee from acting on nonagenda items.

5. **UNFINISHED BUSINESS**

5.1 **COUNCIL CHAMBERS UPGRADE PROJECT**

Staff will provide an update on the Council Chambers Upgrade Project.

6. **NEW BUSINESS**

6.1 **MAJOR TECHNOLOGY PROJECTS – STATUS UPDATE**

Staff will provide updates on the status of the City Council goals related to technology and other major technology projects.

7. COMMITTEE/STAFF COMMENTS, QUESTIONS, COMMITTEE REPORTS

No action will be taken on any questions raised by the Committee at this time.

8. ADJOURNMENT

RJ/7/IT
450-10-26-15A-E

AGENDAS FOR BOARDS, COMMISSIONS, AND COMMITTEES

- The specific location of each meeting is noted on the notice and agenda for each meeting which is posted at least 72 hours in advance of the meeting. Special meetings may be called as necessary by the Committee Chair and noticed at least 24 hours in advance of the meeting.
- Questions and comments regarding the agenda may be directed to the Assistant to the City Manager Kimberly Thomas at (650) 903-6210.
- Interested persons may review the agenda and staff reports at the City Manager's and City Clerk's Offices, 500 Castro Street, Third Floor, and Mountain View Public Library (585 Franklin Street) 72 hours before each regular meeting. Staff reports are also available during each meeting.
- **SPECIAL NOTICE – Reference: Americans with Disabilities Act, 1990**
Anyone who is planning to attend a meeting who is visually or hearing-impaired or has any disability that needs special assistance should call the City Manager's Office at (650) 903-6301 48 hours in advance of the meeting to arrange for assistance. Upon request by a person with a disability, agendas and writings distributed during the meeting that are public records will be made available in the appropriate alternative format.
- The Board, Commission, or Committee may take action on any matter noticed herein in any manner deemed appropriate by the Board, Commission, or Committee. Their consideration of the matters noticed herein is not limited by the recommendations indicated herein.
- **SPECIAL NOTICE**—Any writings or documents provided to a majority of the Council Technology Committee regarding any item on this agenda will be made available for public inspection in the City Manager's Office, located at 500 Castro Street, during normal business hours and at the meeting location noted on the agenda during the meeting.

ADDRESSING THE BOARD, COMMISSION, OR COMMITTEE

- Interested persons are entitled to speak on any item on the agenda and should make their interest known to the Chair.
- Anyone wishing to address the Board, Commission, or Committee on a nonagenda item may do so during the "Oral Communications" part of the agenda. Speakers are allowed to speak one time on any number of topics for up to three minutes.



CITY OF MOUNTAIN VIEW

COUNCIL TECHNOLOGY COMMITTEE

MINUTES

SPECIAL MEETING – TUESDAY, NOVEMBER 25, 2014
ATRIUM CONFERENCE ROOM AT CITY HALL – 500 CASTRO STREET
3:30 P.M.

1. **CALL TO ORDER**

The meeting was called to order at 3:30 p.m. with Chair Abe-Koga presiding.

2. **ROLL CALL**

Present: Committee members Clark, Siegel, and Chair Abe-Koga.

Absent: None.

Also Present: CIO/Information Technology Director Roger Jensen, Assistant to the City Manager Kimberly Thomas, and Assistant City Manager Melissa Stevenson Dile.

3. **MINUTES APPROVAL**

Minutes for the May 5, 2014 meeting were approved without modification.

4. **ORAL COMMUNICATIONS FROM THE PUBLIC – None.**

5. **UNFINISHED BUSINESS**

5.1 **WEBSITE UPDATE**

Assistant to the City Manager Thomas provided an update on the City's website implementation (memorandum attached).

6. NEW BUSINESS

6.1 GOOGLE WIRELESS AND GOOGLE FIBER PROJECT UPDATES

CIO/Information Technology Director Jensen provided an update on the Wi-Fi installation in downtown Mountain View. Google announced they would be installing the system along Castro Street using access points installed on private property rather than using utility poles as they used in the Citywide Wi-Fi system.

6.2 VTA FIBER NETWORK PROJECT/OPPORTUNITY

CIO/Information Technology Director Jensen provided an update on VTA's planned fiber installation along Shoreline Boulevard. VTA intends to use as much City-owned conduit as possible and in return, VTA will install dedicated strands of fiber for City use (within 500' of their installation). The VTA will continue to have discussions with the Public Works Department (installation map attached).

6.3 COUNCIL CHAMBERS UPGRADE PROJECT

CIO/Information Technology Director Jensen provided an update on the Council Chambers upgrade project (memorandum attached).

6.4 MAJOR TECHNOLOGY PROJECTS—STATUS UPDATE

The Committee reviewed a memorandum on the status of major technology projects (memorandum attached).

7. COMMITTEE/STAFF COMMENTS, QUESTIONS, COMMITTEE REPORTS

Councilmember Siegel asked about the budget for the Council Chambers upgrade (CIP is \$100,000). He did not think this was sufficient and additional funding will be requested in next year's CIP planning.

8. ADJOURNMENT

The meeting was adjourned at 4:30 p.m.



CITY OF MOUNTAIN VIEW

MEMORANDUM

Information Technology Department

DATE: October 26, 2015

TO: Council Technology Committee

FROM: Roger Jensen, CIO/Information Technology Director

SUBJECT: Council Chambers Upgrade Project

This memorandum is to provide an update on the project to upgrade the technology in the Council Chambers.

BACKGROUND

The current system is approximately seven years old and has experienced performance and operational challenges, including:

- Councilmembers, Committee members, and staff have experienced multiple problems with the current voting system, including slow or unresponsive touch panels, system locking up during meetings, display images getting fuzzy, and the screen display splitting into several sections.
- As part of meeting setup, staff needs to reboot all of the monitors or the systems are more likely to hang or freeze during the meeting.
- Once a meeting has been entered in the system, changes such as altering an agenda or managing re-votes are difficult or not possible.
- The system is not integrated with the Granicus system, so meeting agendas that exist in the Granicus system must be manually entered in the system and voting results need to be entered into the Granicus backend system.

CHALLENGES WITH AMX SYSTEM

The current meeting management system was developed by AMX Systems, the maker of the monitors used in the Council Chambers. It is a complete legislative and audiovisual (AV) management system, controlling the microphones, projection system, monitors, agenda, and voting systems.

After the system was deployed, AMX was purchased by Harman and they made the decision to abandon legislative software and will no longer support it or make custom enhancements. Their transition out of the software business made the replacement of our voting system more challenging, as we cannot simply remove the voting component of the current system and continue to use the AV controls from the system. The entire system must be replaced.

GRANICUS LEGISLATIVE SYSTEM

Mountain View currently uses the Legislative product suite from Granicus Systems for most of our meeting processes. This software provides the following functionality:

- Staff uploads reports and supporting documentation for meetings into the Legistar automated agenda program.
- The City Clerk's Office creates meeting agenda packets using the same Legistar system.
- Agendas packets are uploaded from the Legistar system to the iLegislate application on Councilmembers' iPads.
- Meeting materials are published to the InSite public web portal.
- Meetings are streamed via the Internet using the LiveManager system, which is uploaded through Legistar.
- After the meeting, the City Clerk enters minutes and voting results into the Legistar system, uploaded via Legistar to the InSite public portal once approved by Council.

FEATURE REQUIREMENTS FOR THE NEW SYSTEM

The current system was reviewed to identify current functionality and the following list of requirements was used to evaluate possible solutions:

Requirement	Role			
	City Clerk	Mayor	Council-members	City Manager and Attorney
Toggle Station Microphone On/Off	X	X	X	X
Request to Speak (put in speaker queue)		X	X	X
See Speaker Queue	X	X	X	X
Manage Speaker Queue (promote/remove speakers)	X	X		
Take Roll	X	X		
Enter Roll Call for All Councilmembers	X	X		
Select Item from Agenda	X	X		
Start and End Votes	X	X		
Monitor Voting Results During Vote	X			
Enter Votes on Behalf of Councilmembers	X			
Control Staff and Public Microphones	X			
Select Input for Public Computer (lectern PC or MAC, overhead projector, extra staff PC)	X			
Toggle Between Voting/Presentation Views	X	X	X	X
Dual View of Public and Staff Computer Output (available on current AMX system)	Req'd?	Req'd?	Req'd?	Req'd?
Remote Control of Staff Computer Desktop (available on current AMX system)	Req'd?	Req'd?		
Activate Meeting Intermission	X			
Control Public Speaker and Vote Timers	X			
Load Agenda into System	X			
Specify Meeting Type (e.g., Council Meeting, board)	X			
Control Projector and Screen	X			

RESEARCH TO DATE AND VOTING SYSTEM RECOMMENDATION

Research into possible solutions has been performed by the project team made up of representatives from the City Clerk's Office and IT.

The project team had in-person or online demos from vendors representing Novus Solutions, Accela, Media Vision, and Granicus. Site visits have been made at the Council Chambers in San Mateo and Menlo Park.

Because of the extensive use of Granicus software in the City's meeting management process and enhanced ability to integrate with their voting system, the project team is recommending that we move forward with one of the Granicus VoteCast solutions.

Granicus offers their VoteCast solution on either the iPad or Windows platforms. There are pros and cons to each system, and we would like the Council Technology Committee (CXC) to do a site visit to San Mateo (iPad) and Menlo Park (Windows) to see the systems in use and make a recommendation on their preference.

AV SYSTEM

As described above, the current AMX system is used to manage public and staff microphones, video, presentations, and Councilmembers' requests to speak. Because the AMX system will be replaced, a new solution will need to be designed and installed.

The City's IT Department does not have the necessary expertise to develop the requirements and evaluate possible vendors to replace the current AV control system. The team has decided to work with the firm of Smith, Fause & McDonald, Inc. (SFMI). SFMI managed a similar upgrade for the City of San Mateo's Council Chambers upgrade, as well as the audio system for the Shoreline Amphitheatre. They have extensive experience doing similar Council Chambers projects in northern California.

SFMI has performed an analysis of our current AV systems and identified the components that we should upgrade/replace as well as the systems that are sufficient for the foreseeable future.

Since installing the system seven years ago, the industry has moved from analog to high-definition (HD) video. Fortunately, we have high-quality cameras in the Chambers that we can keep, but much of the supporting systems and cabling will have to be replaced. They have done an inventory of our systems and identified which systems need to be replaced and which systems can be retained.

SUMMARY OF UPGRADES/ADDITIONS TO THE COUNCIL CHAMBERS

The following items have been identified for upgrades to the system:

1. City Council Chambers

- a. Replace monitors for Councilmembers and staff, with the option to select between voting system and presentation video feed.
- b. New voting system.
- c. New AV control system.
- d. Upgrade the microphone connections in the floor box in the well area in front of the dais to enable microphones to be set up for meetings using tables in the well area.
- e. Upgrade all video connections to support HDMI as well as legacy VGA.
- f. Support for wireless presentations.
- g. Install XLR and HD-SDI coax jacks in the Chambers to allow radio/television/media members to tap feeds for broadcasting or recording.

2. Audiovisual Control Room

- a. Replace the current AV matrix switch from 16 to 32 ports, enabling HD video and an interface to the City's SIP phone system (allowing users to participate in meetings via phone).
- b. Removal of obsolete legacy equipment.

3. Council Break Room

- a. Installation of a large format flat-panel display on the south wall of the room.
- b. Media input plate and controls.
- c. Allow audio/video streaming of proceedings from Council Chambers.

4. Plaza Conference Room: Install pathway from Plaza Conference Room to Council Chambers to enable future bi-directional AV system connectivity between the conference room and the Council Chambers.

COST ESTIMATES

Preliminary cost estimates from SFMI and Granicus have been received. An RFP for the AV system has not been issued so costs are only estimates. Because Granicus sells directly, we cannot put their product out for RFP; it will require sole-source approval from the Purchasing and Support Services Manager.

The following costs are approximate:

AV Hardware, Labor, Services, and Overhead	\$150,000
Design Contingency (20 percent)	\$30,000
Professional Services Fees (SFMI)	\$32,000
Granicus VoteCast System, Including Hardware, Software, and Training	\$30,000
Total Costs	\$242,000
Annual Maintenance Costs for Granicus VoteCast System ⁽¹⁾	\$13,500

⁽¹⁾ The City of Mountain View currently pays approximately \$25,000 annually in Granicus maintenance fees. The City Clerk believes we could receive a discount on the VoteCast software and maintenance, but we do not know the amount of the discount.

The City currently has a funded CIP of \$150,000 (CIP 4151806). A decision needs to be made if we should go back to Council for an additional \$100,000 for the complete system or work with SFMI to determine how much we can save if we do not upgrade all of the current hardware systems.

PROJECT SCHEDULE

Because of the disruption of construction in the Council Chambers, the only window available for construction is during the summer recess (July 2016). That will allow the system to be installed and tested without interfering with the Council schedule and be ready for training of staff and Councilmembers in August before Council sessions resume.

Working backward from July 2016, we have the following schedule:

- December: Complete RFP for new system.
- January: RFP issued to qualified vendors.
- February: Evaluate proposals and select two to three vendors for on-site demonstrations. The CXC is invited to attend demonstrations.
- April/May: Final contract negotiations and award contract.
- July: Purchase and installation of system.
- August: Training of staff and development of training materials for Councilmembers and end users.
- September: Go live with system.

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CITY OF MOUNTAIN VIEW

MEMORANDUM

Information Technology Department

DATE: October 26, 2015

TO: Council Technology Committee

FROM: Roger Jensen, CIO/Information Technology Director

SUBJECT: Major Technology Projects Status Updates

COUNCIL GOAL UPDATES

Website Update: The website team continues to gather input from the departments on changes or adjustments they want to pursue as we continue to aim to keep the website fresh. We are committed to keeping it updated and our staff team trained.

- Recent special projects:
 - The Mountain View Center for the Performing Arts subsite is live. We are currently waiting on second site to support mvcpa.com domain name. Due to design limitations with the Civica architecture, a second site must be set up to support a second domain name.
 - Economic Development is developing their own subsite. The goal of the subsite is to showcase everything the City has to offer to support and foster business development. To date, the main and secondary page designs have been approved and work on the content is in progress. The subsite is expected to launch at the end of this year.
 - Cross browser compatible editor upgrade.
 - Evaluating new tools for newsletter creation.

- Traffic analysis:
 - Approximately 1,500 new sessions per day.
 - Most visited pages are:
 - Library Homepage
 - City Homepage
 - Human Relations Openings
 - Police Homepage
 - Main Department Homepage
- Content authors: There are currently 113 active content administrators on our public website.

Upgrade the Recreation Registration and Reservation System: The ActiveNet Recreation Management system launched this summer:

- Launched Point-of-Sale system in May 2015 for drop-in lap and recreation swim at both Eagle and Rengstorff Pools—roughly \$42,000 in revenue and 8,253 transactions.
- Launched Facility Reservations in August 2015—currently rolling out each facility and hope to have 100 percent facilities on ActiveNet by March 2016—2,357 transactions so far:
 - Plan to have BBQ Reservations available online in March 2016.
 - Public can now view facility availability on the online registration website.
- Launched Registration module in September 2015:
 - Seventy-five (75) percent of registration transactions have been completed online since launching ActiveNet. Prior to ActiveNet, approximately 30 percent registered online with the old system.

- To date, approximately \$85,000 in revenue in registration for fall classes and camps – fall 2014 final revenue was approximately \$77,000.
- Launched Membership module with Lap Swim Passes in October 2015 – will be launching memberships for The View Teen Center within the next few weeks.
- Customers can create their own accounts online or have staff create accounts for them during the registration/reservation process – a total of 530 households have been created and 1,030 unique customers.
- Recreation Family Swim Passes for summer 2016 will be sold through the membership module.

Procure and Install “Wayfinder” Digital Directional Signage at City Hall: System was installed in City Hall lobby in July. A second monitor will be installed near the garage elevator area later this year. The monitor has been purchased and Facilities is designing and building a secure cabinet to house the monitor.

Develop a Project to Implement a Citywide Work Order Management System, Including Modules to Support Urban Forestry, Fleet Services, Storm, Sewer, and Water Operations: This project has been put on hold until the Public Works Department has resources to work on the project.

Commence Implementation of an Upgrade to the City’s Financial System (IFAS) to ONESolution: The ONESolution upgrade is scheduled for completion in February 2016.

Implementation of an Online Time-Reporting and Scheduling System: The system was piloted this summer and will go live on December 2, 2015. The Police Department is going to evaluate the system and decide whether to use the new system or continue to use their existing system (ISE).

Implement an Enterprisewide Electronic Signature Application: We are getting ready to launch a pilot project using the DocuSign product. There are two targeted departments/divisions for the project:

1. Public Works: Pilot project is a contract workflow through the Public Works Department, Finance and Administrative Services Department, the City Attorney’s Office, and the City Manager’s Office. We are waiting for them to receive a contract for less than \$20,000, which is the threshold set for the test.

2. Human Resources: Pilot project is to support the employee forms that are used with new hires. The Human Resources Division wants to update the form content before we launch the pilot.

OTHER TECHNOLOGY PROJECTS

City Wireless Initiative: Currently working with vendor to design Wi-Fi network for Rengstorff Park and Shoreline Park area, including the Pro Shop, Michaels Conference Rooms, Rengstorff House, and the Boat House area. Deployment in the Shoreline area has been delayed due to issues with the fiber network (iNet) maintained by Comcast.

Online Business License Applications: Designing online version of business license application so business owners do not have to come to City Hall or print and mail their applications.

GIS Applications and Support: A new GIS group has been established in the IT Department to define Best Practices, provide support, and control the GIS database for the City. The IT Department will be responsible for maintaining the core layers in the GIS system and coordinate updates and data access with each department. The GIS group is also developing a library of publicly accessible maps (<http://maps.mountainview.gov>) and open access to GIS data (<http://data.mountainview.opendata.arcgis.com/>) that are available on the City's website.

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